



COVID-19 Travel Refunds



This Information Paper from the Fort Benning Legal Assistance Division contains general legal information on a topic upon which Legal Assistance Attorneys typically advise. The information provided is general in nature and does not constitute formal, specific legal advice. If you wish to receive legal advice specific to your situation, please consult an attorney

BLUF: As a result of the COVID-19 pandemic, many Civilian employees, Servicemembers, and their Family members have been required to or elected to cancel travel plans. Unfortunately, it is not possible to make a claim for reimbursement against the U.S. Government for expenses related to canceled or changed travel plans.

Q: CAN I FILE A CLAIM TO BE REIMBURSED FOR CANCELED OR CHANGED TRAVEL?

A: No. The Personnel Claims Act (PCA) & the Military Claims Act (MCA) do not grant the authority to pay out claims for these purposes.

Q. HOW WILL I GET MY MONEY BACK?

A: While each company has different policies and procedures, almost all are waiving change fees if your travel has been impacted by COVID-19. Whether they issue a credit for future use or a refund is specific to each carrier, your form of payment, and your circumstances. You should contact your commercial carrier directly to seek a refund or credit.

Q: WHAT IF MY COMMERCIAL CARRIER REFUSES?

A: If for some reason you are refused a refund or credit for cancelled or changed travel resulting from COVID-19 and/or the stop movement order issued to all DoD personnel, please contact our office and make an appointment. We will contact the carrier and advocate for a refund or credit on your behalf.

Q: DO I HAVE ANY OTHER OPTIONS?

A: Maybe. If you purchased travel insurance with your ticket, you may be able to seek compensation through that policy. Additionally, many credit cards have travel insurance which covers any ticket purchased with that card. If you purchased your ticket with a credit card and the carrier is refusing to refund your money, you should review your cardmember agreement and call your credit card company to seek compensation.

Q: WELL, WHAT CAN I FILE A CLAIM FOR?

A: To be payable under either the PCA or the MCA, there must be loss, damage, or destruction of property caused by an employee of the U.S. Government or incidental to your employment by the U.S. Government.

Q: WHAT OTHER ASSISTANCE IS AVAILABLE?

A: If you need further assistance, we encourage you to make an appointment with a Legal Assistance Attorney. Although our office is not providing in-person services at this time, you can still make an appointment for a telephonic attorney consultation by calling 706-545-3281.

For additional military-specific resources and information during the COVID-19 pandemic, including financial resources, you can visit Military OneSource, <https://www.militaryonesource.mil/coronavirus>

Have additional general questions on this topic? Message us on our [Fort Benning Legal Assistance Facebook](#) page.